

**Department of Information Services
Customer Advisory Board
May 24, 1999
Meeting Minutes**

Members present:

**Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Bob Monn, Department of Ecology
Paul Piper, Department of Services for the Blind
Don Price, Department of Corrections
Shelagh Taylor, Labor and Industries
Phil Grigg, Department of General Administration
Herb Potter, Department of Agriculture
Tom Parma, Department of Financial Institutions
Sue Fleener, Department of Licensing
Tom Neitzel, Health Care Authority
Marla Kentfield, Office of State Treasurer
Jim Albert, Attorney General's Office
Craig Wilson, Washington State Liquor Control Board
Al Bloomberg, Department of Natural Resources
Bob Hamilton, Department of Social Health Services
Fran Muskopf, Department of Health
Mike Seale, Community Trade and Economic Development
Neila Goyette, Department of Revenue**

DIS Staff present:

Paul Taylor, Deputy Director	John Anderson, Assistant Director
John Saunders, E-Commerce	Kathleen White, Communications
Eric Campbell, Communications	Lance Calisch, CSD
Lourdes Collins, MOSTD	Mary Lou Griffith, MOSTD
Erika Lim, MOSTD	Dennis Hausman, MOSTD
Stan Ditterline, MOSTD	Andy Marcelia, MOSTD
Darrel Riffe, MOSTD	Rich App, ASD
Laura Parma, Interactive Technologies	
Carolyn Barkley, Year 2000 Program Office	

Others:

**Ken Simon, GTE
Tom Wilson, R&G
Barry Rau, Sterling Associates**

Call to Order - Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Sub Committee Reports

Human Resources - Bob Hahn

On May 17th a revised 2nd draft was sent via e-mail and hard copy to human resource managers regarding the new IT job specifications. On June 10th it will go to the Personnel Board. The implementation date is July 1st.

Architecture – Phil Grigg

The CAB Infrastructure Committee is working on getting statements from those special interest groups wanting to come before the CAB. Those statements will be provided at the next CAB meeting.

State and Local Government – Dan Parsons

This committee's next meeting is scheduled for June 14th.

Year 2000 Sterling Report – Barry Rau

Barry provided two reports to the CAB, Phase III, Cycle 8 Risk Assessment, Cabinet Statewide Summary and Recommendations, and Year 2000 Vital Services Risk Assessment, Vital Services Year 2000 On-going Assessment Statewide Summary and Recommendations.

Inside Washington – Laura Parma, DIS - Cindy Lindley, DOH - Sue Fleener, DOL

Laura Parma provided a demonstration on Inside Washington. Inside Washington is focused towards businesses, citizens, and employees of government working together. It will be available on the DIS Intranet. If anyone has any suggestions, please contact Laura Parma or Gene Martel at DIS. Inside Washington is scheduled to go into production later this year. A prototype is being prepared for other agencies to view and should be available by the next CAB meeting.

Cindy Lindley from Department of Health provided a demonstration of its Inside DOH. DOH employee's use Inside DOH on a daily basis, it provides access to policies and agency forms, newsletters, leave information, etc. Sue Fleener from the Department of Licensing provided a demonstration of its Inside Licensing page, which includes links to Access Washington, headline news from Public Affairs, how to find conference rooms, etc.

E-Commerce – John Saunders

The Deputy Director's group is planning to address E-Commerce initiatives. A draft charter will be developed for E-Commerce Initiatives, DIS is developing the outline and is part of a multi-agency workshop that IBM coordinated to develop clear objectives and goals over the next couple of months. An Advisory Group is looking at practices of certification authority, a draft solicitation document should be completed by the end of June.

Network Performance - John Anderson

John provided a copy of a letter to US West that stated there were two US West major network outages that seriously impacted telecommunication services used by state and local government, and education. After that letter was sent out, there was another outage on April 29th. US West continues to work on remedying the situation. John also provided a handout on Access Charge Reform – Telephone Number Portability. This handout stated that local telephone carriers, GTE, Sprint and US West have informally indicated that they intend to pass through to customers the cost of implementing local number portability. Such charges could begin as early as February 1999.

Portfolio Management Update – Paul Taylor, DIS

Paul stated there were 13 agencies currently in Phase 3 of Portfolio Management implementation. Those agencies are hoping to reach full implementation this quarter. The Information Services Board (ISB) adopted a third series of policies on portfolio management, all of which can be found on the DIS Portfolio Management website: <http://www.wa.gov/dis/portfolio/>

The CAB working group on portfolio management is being reconvened to develop the inventory, spending and system-related reporting requirements in the portfolio content standards. The group deferred the finalization of these elements last fall, pending the results of the pilot phase of developing baseline portfolios. The group's goal is to develop metrics that provide appropriate visibility on agency IT investments that can be drawn, to the greatest degree practicable, from existing business practices. Darrel Riffe is the staff lead on the effort. Please contact Darrel directly if you have any suggestions or would like to be part of this effort.

CIS Optional Use Contract – Paul Taylor

The Center for Information Services (CIS) has asked the State Auditor to conduct an audit of its contract for Hewlett-Packard computer equipment. Questions about the contract and its administration were raised when CIS requested approval for a replacement contract. The original agreement expires on June 30, 1999. An independent study was conducted at the request of the Information Services Board (ISB). The Office of the Attorney General was asked to address a number of legal issues about the contract for its consistency with state policy and statute. Agencies were advised that the contract was now subject to additional scrutiny and that any purchases off of it should be confined to only those product lines that were competitively procured.

Legislative Update – Sam Hunt

Sam provided a handout of the bills that were passed during the legislative session.

New Business

Next meeting is scheduled for June 28, 1999 from 1:30-3:30 in the DIS Boardroom.

Meeting adjourned.